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# **CISCO IP PHONE TRAINING**

**Cleveland  
Institute of  
Art**

# IDENTIFYING BUTTONS AND HARDWARE 7941/7961



1	Handset with indicator light	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and can be set to remain lit when you receive a voice message.
2	LCD Screen	Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.
3	Cisco IP Phone model type	Indicates your Cisco IP Phone model
4	Line or Speed Dial Button 	Opens a new line or speed dials the number on the LCD screen. Phones in the Cisco IP Phone 7961 series have six line or speed-dial buttons and phones in the 7941 series have two.
5	Footstand Adjustment	Allows you to adjust the angle of the phone base.
6	Directories Button 	Provides access to call histories and directories.
7	i Button 	Displays help on your LCD screen for a phone button or function
8	Settings Button 	Provides access to phone settings such as contrast and ring sound, network configuration, and status information.
9	Speaker Button 	Toggles the speaker on or off.
10	Mute Button	Toggles the mute on or off

		
11	Headset button 	Toggles the headset on or off.
12	Volume Button 	Increases or decreases volume for the handset, headset, or speakerphone, (depending upon which is currently active). Also controls the ringer volume (if the handset is in its cradle), and the LCD screen contrast.
13	Services Button 	Provides access to any available phone services.
14	Messages Button 	Provides access to message system, if available.
15	Navigation Button 	Enables you to scroll through text and select features displayed on the LCD screen
16	Keypad	Works exactly like the keypad on a traditional telephone.
17	Softkeys	Enables you to engage any of the functions displayed on the corresponding LCD screen tables. Softkeys point to feature options displayed along the bottom of your LCD screen. Softkeys change depending on the status of your phone. For example, you can see one set of softkey options when you pick up the handset, and another when the phone is in use.

# PHONE OPERATION

## Using Help on Your Phone

IF YOU WANT TO	THEN...
Learn about a specific button or softkey	Press the ? button once, then press the button or softkey to display information about that button or key
Learn about a specific feature	Press the Directories, Settings, or Services buttons to display a list of available features. Use the Navigation button to scroll through the list and select a feature. Press the ? button twice quickly to display information about the selected feature.
Learn about the ? button feature itself	Press the ? button twice quickly (without first selecting a feature). This brings up help about using the ? button.
View network statistics about an active call.	Press the ? button twice quickly during the call

## Placing, Answering and Ending Calls

### Placing a Call

IF YOU WANT TO	THEN...
Use the receiver	Lift the handset and dial a number
Dial from one of your multiple lines	Press the line button that corresponds with your extension and dial a number
Place a new call on an active line	Press the New Call softkey and dial a number.
Dial with the phone on-hook (no dial tone)	<p>From the main screen, dial the number and press the dial softkey. (You will not hear a dial tone until after you press the Dial softkey).</p> <p>You can also press a line button, the Headset button or the Speaker button, or lift the receiver to place the call.</p> <p>Note: If you are dialing with the phone on-hook, you cannot use * or # as the leading digit. If you need to use these keys, dial with the phone off-hook.</p>
Use a headset	Press the Headset button before or after dialing a number.
Use the speakerphone	Press the Speaker button and dial a number.
Redial the most recently dialed number	Press the Redial softkey. Doing so without lifting the handset activates the speakerphone or headset. By default, Redial uses your primary line; however, you can use a secondary line by pressing a line button and then pressing the Redial softkey.

## Answering a Call

IF YOU WANT TO...	THEN...
Answer the handset	Lift the handset.
Answer using a headset	Press the Headset button if it is not lit. If the Headset button is lit, press the Answer softkey or the line button of the incoming call.
Answer with the speakerphone	Press the Answer softkey, the Speaker button, or the line button.

## Ending a Call

IF YOU ARE USING	THEN...
The handset	Return the handset to the cradle, or press the line button or the End Call softkey.
A headset	Press the Headset button or the End Call softkey. (If you want to keep the headset mode activated for use with AutoAnswer, press the line button or the End Call softkey.)
The speakerphone	Press the Speaker button or the line button or the End Call Button

## Using Mute and Hold

IF YOU WANT TO...	Then...
Mute a Call	Press the Mute button to mute the handset, headset, or speakerphone during a call. Mute temporarily disables your phone's microphone so you can hear other parties on the call but they cannot hear you. To toggle mute off, press Mute again.
Put a call on hold	Use the Navigation button to select the call you want to put on hold, then press the Hold softkey. The call remains active but the connected parties on the call cannot hear each other. You can answer other calls while a call is on hold.
Resume a call on hold	Press the Resume softkey
Have multiple calls on hold	Use the Navigation button to select the desired call, then press Resume.
Have multiple calls on multiple lines on hold	<p>Press the line button for the line to which you want to switch, and use the Navigation button to select the desired call. Press Resume.</p> <p>If you cannot use the Navigation button because only one line is displayed on your phone's LCD screen, press the line button next to the call that you want to resume.</p> <p>If your phone opens a new line when you press the line button press the End Call softkey to return to the desired call.</p>

## Searching and Dialing From the Phone Directory

<b>STEP 1</b>	Press the Directories button
<b>STEP 2</b>	Use the Navigation button to select the desired directory from the Directories menu, then press the Select softkey
<b>STEP 3</b>	Enter search criteria to retrieve a record
<b>STEP 4</b>	To place a call from any directory, use the Navigation button to select the record, then press the Dial Softkey  NOTE: You might need to use the Edit Dial softkey to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you might need to add the digits 9-1 to the front of the number. Then press the Dial Softkey
<b>STEP 5</b>	Press the Exit softkey twice to exit the Directory menu. Alternatively, you can press the Directories button one time to exit the Directory menu.

## Transferring Calls

<b>STEP 1</b>	During a call, press the Transfer softkey. This puts the call on hold
<b>STEP 2</b>	Dial the number or office extension to which you want to transfer the call.
<b>STEP 3</b>	When it rings on the other end, press Transfer again. Or, when the party answers, announce the call and then press Transfer.

## Placing an Ad-Hoc Conference Call

<b>STEP 1</b>	During a call, press the More softkey, then the Confrn softkey. Doing so automatically activates a new line and puts the first party on hold
<b>STEP 2</b>	Place a call to another number or extension
<b>STEP 3</b>	When the call connects, press Confrn again to add the new party to the conference call.

## Storing and Retrieving a Call Using Call Park

STEP 1	During an active call, press the More softkey, then the Park softkey
STEP 2	Press Park. The LCD screen displays the special call park number where the call is stored. If the screen does not display a call park number, the call park feature is not available to you
STEP 3	Make note of the call park number, then hang up. The call is parked at the number, allowing you to retrieve it from another phone.
STEP 4	To retrieve the parked call from any phone in the Cisco CallManager system, dial the call park number where the call is parked.  Note: You have a limited amount of time (3 minutes) to retrieve the parked call before it reverts to ringing at its original destination.

## Adjusting the Handset, Speakerphone, and Headset Volume

	<p>You can adjust the volume of the caller for the handset, speakerphone, and headset individually. When you change the volume for one, the others are not affected.</p> <p>Follow these steps to adjust the volume on the handset, speakerphone, or headset.</p>
STEP 1	Press the up and down Volume button when the handset, speakerphone, or headset is in use.
STEP 2	<p>To save this volume setting for future calls, press the Save softkey.</p> <p>If you adjust the volume during a call without pressing Save, you are changing the volume level only for the duration of that particular call; on subsequent calls, the volume level will revert to the previously saved setting.</p>

## Personalizing the Ringer Sound

STEP 1	Press the Settings button
STEP 2	<p>From the Settings menu, use the Navigation button to select Ring Type and press the Select softkey.</p> <p>You will see two different ring types on the LCD screen; default ring and a ring type for your line.</p>
STEP 3	To set the ring type for the default ring tone, use the Navigation button to highlight Default Ring and press the Select softkey.
STEP 4	Use the Navigation button to scroll through the list of ring types and press the Play softkey to hear the selected ring.
STEP 5	When you find the ring you want, press the Select softkey to select the corresponding check box.
STEP 6	Press the OK softkey to accept and save your ringer selection.
STEP 7	<p>If you have multiple lines, use the Navigation button to scroll through the list of your lines. When you find the line you want to configure, press the Select softkey.</p> <p>Note: You can only use six different ring tones on your phone. If you have more than six lines, some of your lines must share a ring tone.</p>

STEP 8	Use the Navigation button to scroll through the list of ring types, and press the Play softkey to hear the selected ring type.
STEP 9	When you find the ring you want, press the Select softkey to check the corresponding check box.
STEP 10	Press the OK softkey to accept and save your ringer selection.  To set the ring tone for your line to match the default ring tone, select the Default softkey.
STEP 11	Pres the Exit softkey to save all of your settings and to exit the Settings menu.

## VOICE MAIL

- Your new voice mail system uses the Cisco Unity voice messaging system.
- Unity allows many new features to be accessed right from the phone.
- To set up your voice mail the first time, press the “message” button. Dial 1357913579. You will be lead through a number of voice prompts. Do exactly what is requested. You will not be able to retrieve your voice mail until you set up your Voice Mail .

### Checking your Voice Mail

STEP 1	To check your voicemail, press the Message button. You will then hear the Cisco Unity welcome messages.
STEP 2	At this point you will be instructed to enter your password. The first time you login, your password will be 1357913579.

### Leaving Voice Messages

STEP 1	Pressing the # Key will bypass the voicemail greeting

### Sending Calls Directly to Voicemail

STEP 1	Sending a call directly to voicemail by pressing the iDivert softkey before answering the call.

### Transferring Calls Directly to Voicemail

STEP 1	To transfer a call directly to voicemail, you start with a normal call transfer, by pressing the Transfer softkey while on a call.
STEP 2	Once you press Transfer, you will hear a second dial tone, enter “*” then the user’s extension number, then press Transfer again.

## External Access to Voice Mail

STEP 1	To access the voice mail system from a phone outside of the CIA network, please dial: <b>Your extension</b>
STEP 2	Once you hear the Welcome message, press the * Key
STEP 3	You will then be prompted for your mailbox number and password.